Sorenson Communications, Inc. Compliance with Non-waived Mandatory Minimum
Standards Applicable to VRS and IP Relay.
(February 26, 2008)

Requirement	Description
Competency of Communications Assistants (CAs)	• Sorenson conducts extensive testing and training to ensure that its CAs are competent not only in typing or ASL (as applicable) but also that they are familiar with deaf culture, language and etiquette. • All Sorenson CAs possess clear and articulate voice communication skills. • All Sorenson IP Relay CAs are given an oral-to-type test to ensure that they can type a minimum of 60 words per-minute. • All Sorenson VRS CAs are tested to ensure that they are able to interpret effectively, accurately and impartially. • All Sorenson VRS interpreters remain on a call for a minimum of ten minutes.
Gender Preference	Sorenson endeavors to accommodate users' requests for CAs of a specific gender, both when a call is initiated and, where applicable, when a transfer occurs.
Confidentiality and Conversation Content	Sorenson strictly prohibits CAs from disclosing or keeping records of the content of relayed conversations. CAs are trained to relay all conversations verbatim, and are prohibited from intentionally altering relayed conversations.
Types of Calls	Sorenson offers sequential calling and does not limit the length of relay calls. Sorenson handles all calls, other than certain types of calls which are subject to FCC waivers (*e.g.*, pay-per-call services). Sorenson provides two-line VCO and two-line HCO for both VRS and IP Relay.
Speed-dialing	Although this requirement is waived for both VRS and IP Relay, Sorenson provides speed-dialing for VRS users.
Voice Mail and Interactive Menus	Sorenson's CAs alert IP Relay users to the presence of a recorded message or interactive menu through a "hot key" on the CA's terminal. Sorenson electronically captures recorded messages and retains them for the length of the call.
Answering Machine and Voice Mail Retrieval	Sorenson provides answering machine and voice mail retrieval.
ASCII and Baudot	Sorenson's IP Relay services are capable of communicating with ASCII and Baudot format at any speed generally in use.
Speed-of-Answer	Sorenson meets or exceeds the speed-of-answer requirements applicable to VRS and IP Relay.

24/7 Service	Sorenson provides IP Relay and VRS 24 hours a day, seven days a week.
Redundancy	Sorenson has implemented redundancy features that are functionally equivalent to that found in normal central offices, including uninterruptable power for emergency use.
Caller ID	When it is able to do so, Sorenson transmits with the number of the TRS facility or the 10-digit number of the calling party.
Complaint Logs	Sorenson maintains a log of consumer complaints, and submits annual summaries of relevant complaints to the FCC and to the Utah Commission.
Contact Persons	Sorenson has provided the FCC updated contact information for VRS and IP Relay consumer information and for complaints.
Public Access to Information	Although Sorenson is not a common carrier, it places a great deal of emphasis on its outreach efforts designed to inform the public of the benefits of VRS and IP Relay.
Rates	Sorenson does not charge users for its VRS or IP Relay services.
Interoperability	Sorenson is in full compliance with the FCC's *Interoperability Order*. Users can reach any VRS provider via a Sorenson-provided videophone.
No Preferential Treatment	Sorenson handles all calls (other than emergency calls) in the order in which they are received. Sorenson does, however, prioritize 911 calls.
No Call Backs	Sorenson does not provide "call-back" services, which would give users the option of having Sorenson calling them back at a designated time in order to place a VRS or IP Relay call.
Spanish Relay	Sorenson provides Spanish IP relay 24 hours a day, seven days a week. Although the FCC has waived the Spanish Relay requirement for VRS, Sorenson offers spoken Spanish-to-ASL VRS 24 hours a day, seven days a week.
Three-way Calling	Sorenson provides three-way calling capabilities for both VRS and IP Relay.

Emergency Calling	The emergency call requirements were waived by the FCC for both IP Relay and VRS through December 31, 2007. Sorenson handles emergency calls made via VRS and IP Relay immediately, and routes these calls to the appropriate PSAP, as required by the rules and continues to lead the industry in servicing emergency calls. Because it is not yet technically feasible, Sorenson does not provide automatic location identification at this time. A more limited waiver of the FCC's emergency calling rules has been requested, and Sorenson is hopeful that the FCC will act on these issues in the near future. Sorenson will provide an update once the FCC has acted.